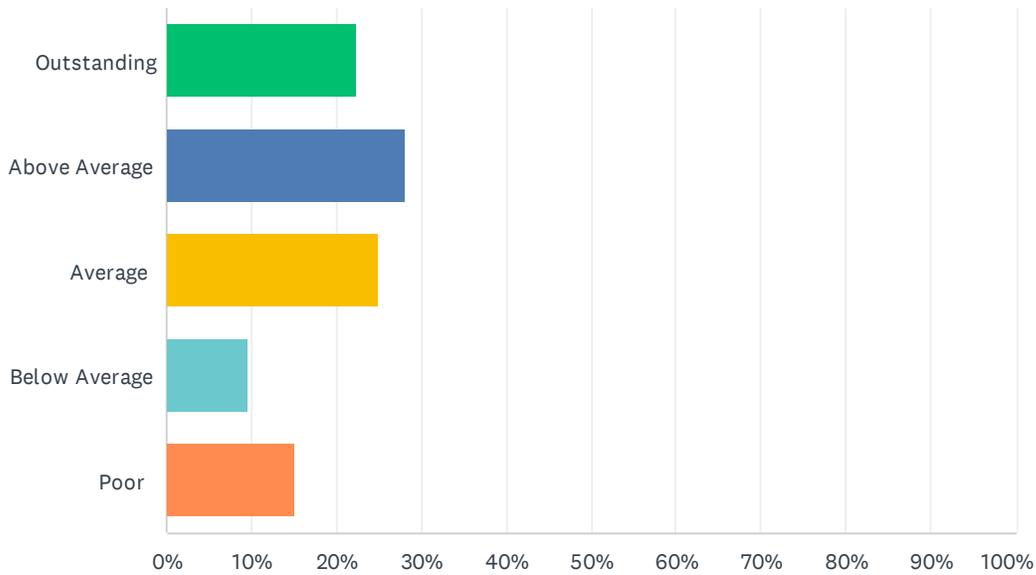


## Q1 How would you rate your overall experience today?

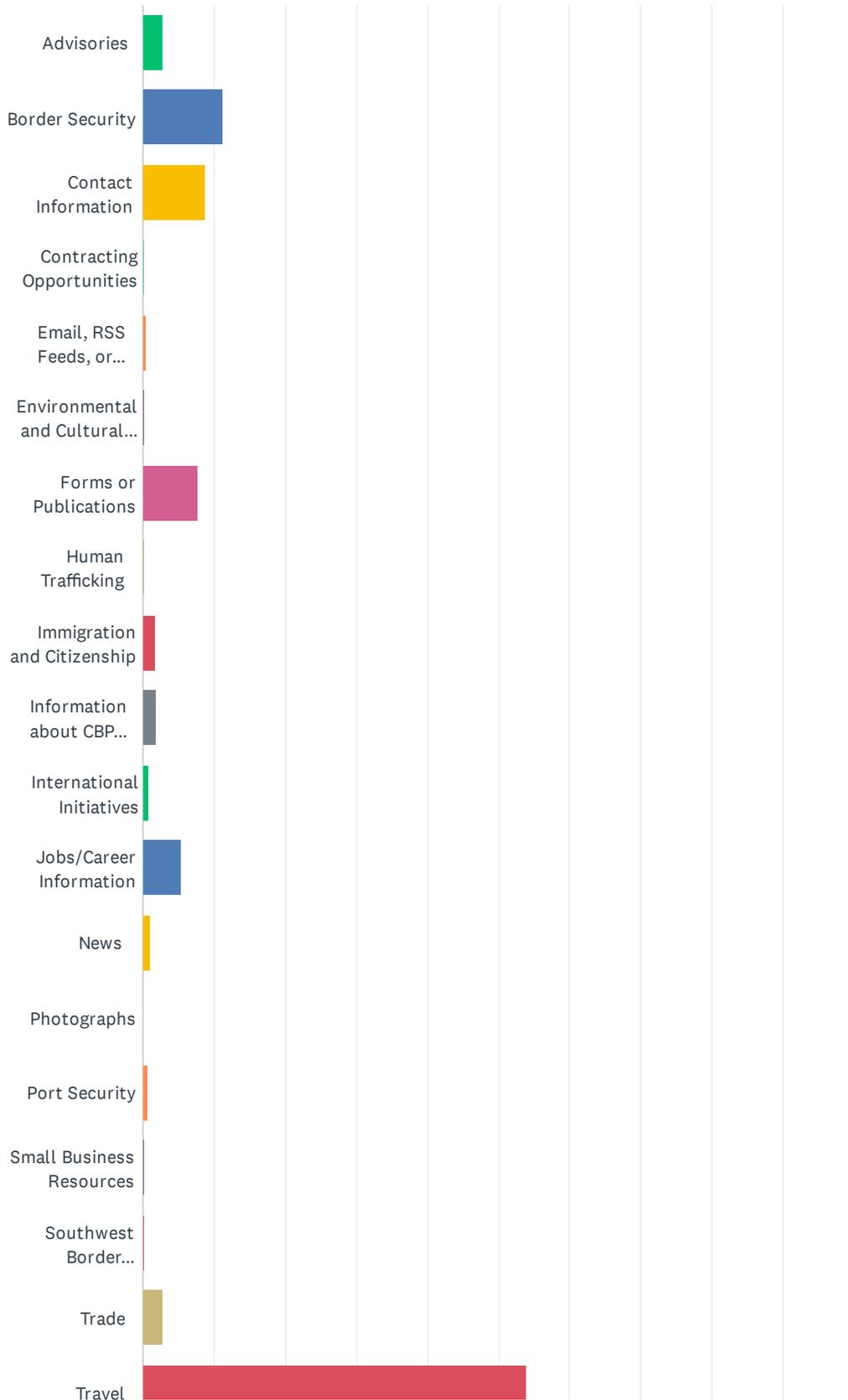
Answered: 1,680 Skipped: 0



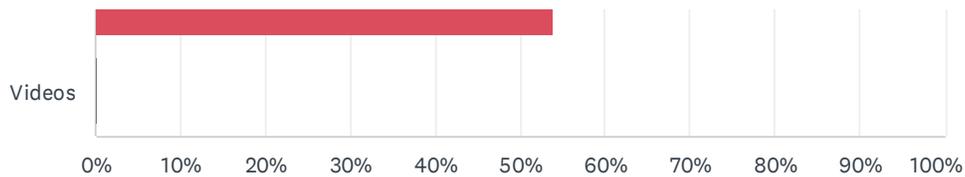
ANSWER CHOICES	RESPONSES	
Outstanding	22.32%	375
Above Average	28.15%	473
Average	24.94%	419
Below Average	9.52%	160
Poor	15.06%	253
<b>TOTAL</b>		<b>1,680</b>

## Q2 What information were you looking for today?

Answered: 1,680 Skipped: 0



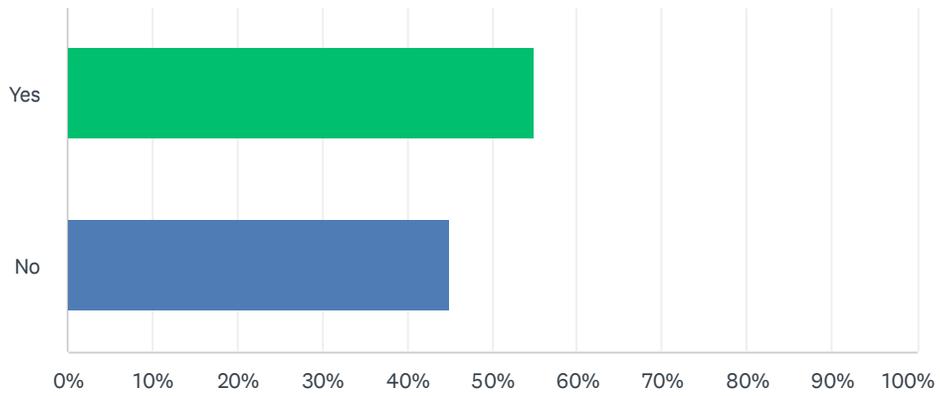
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.86%	48
Border Security	11.25%	189
Contact Information	8.69%	146
Contracting Opportunities	0.24%	4
Email, RSS Feeds, or Subscription Services	0.42%	7
Environmental and Cultural Stewardship	0.18%	3
Forms or Publications	7.68%	129
Human Trafficking	0.12%	2
Immigration and Citizenship	1.67%	28
Information about CBP (leadership, history, etc.)	1.85%	31
International Initiatives	0.77%	13
Jobs/Career Information	5.24%	88
News	1.01%	17
Photographs	0.00%	0
Port Security	0.65%	11
Small Business Resources	0.30%	5
Southwest Border Unaccompanied Alien Children/Family Unit	0.24%	4
Trade	2.68%	45
Travel	53.99%	907
Videos	0.18%	3
<b>TOTAL</b>		<b>1,680</b>

### Q3 Were you able to complete the purpose of your visit?

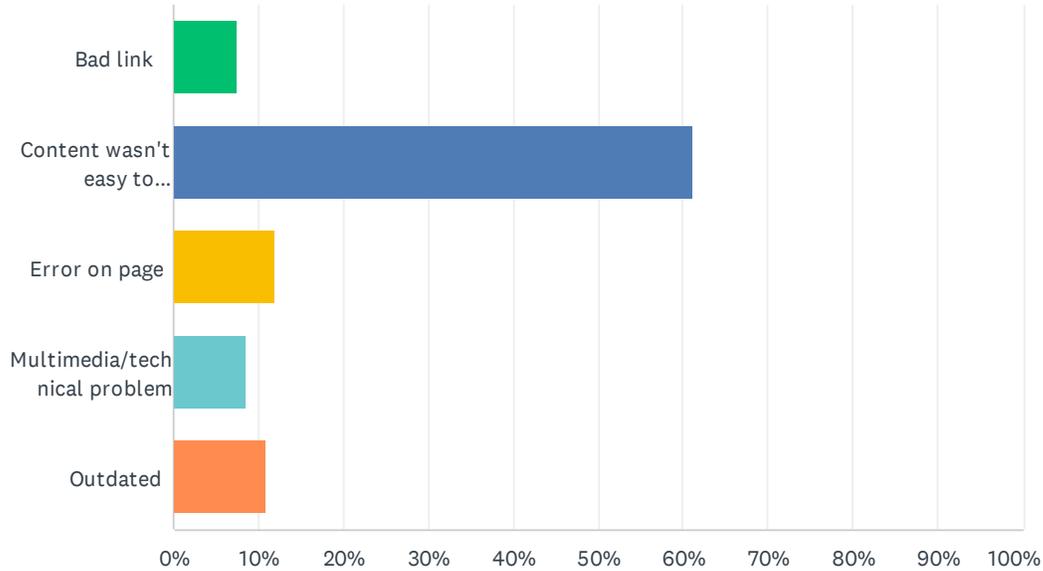
Answered: 1,680 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.00%	924
No	45.00%	756
TOTAL		1,680

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

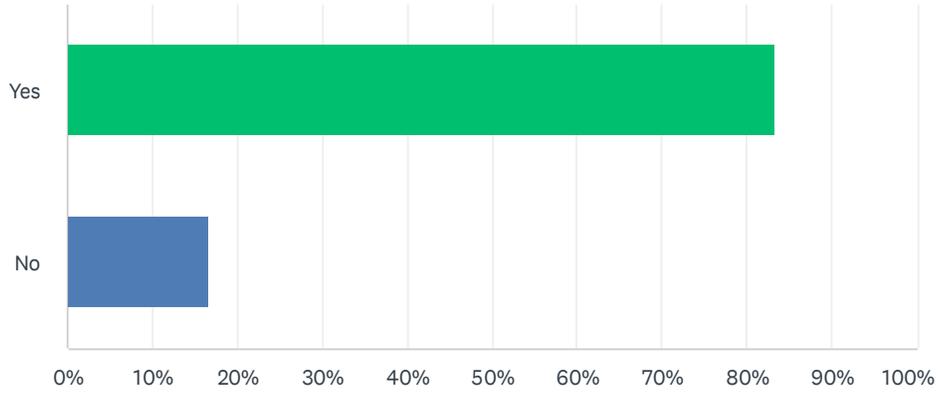
Answered: 732 Skipped: 948



ANSWER CHOICES	RESPONSES	
Bad link	7.51%	55
Content wasn't easy to understand	61.20%	448
Error on page	12.02%	88
Multimedia/technical problem	8.47%	62
Outdated	10.79%	79
<b>TOTAL</b>		<b>732</b>

### Q5 Would you still return to this website if you could get this information or service from another source?

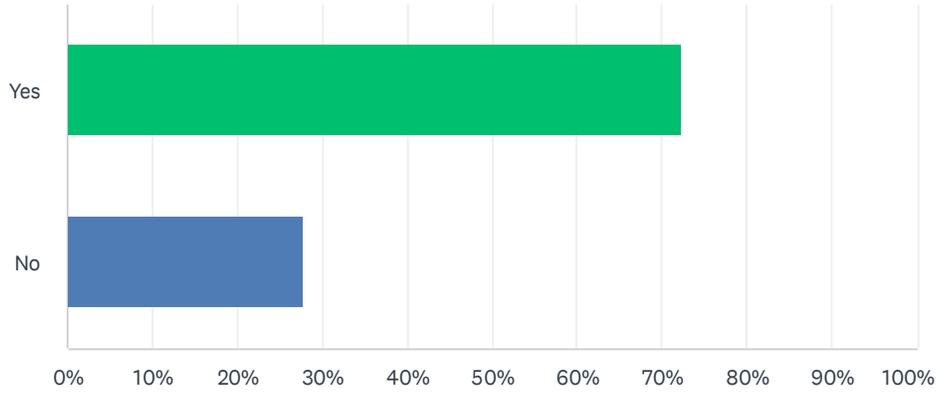
Answered: 1,680 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.39%	1,401
No	16.61%	279
TOTAL		1,680

### Q6 Will you recommend this website if you could get this information or service from another source?

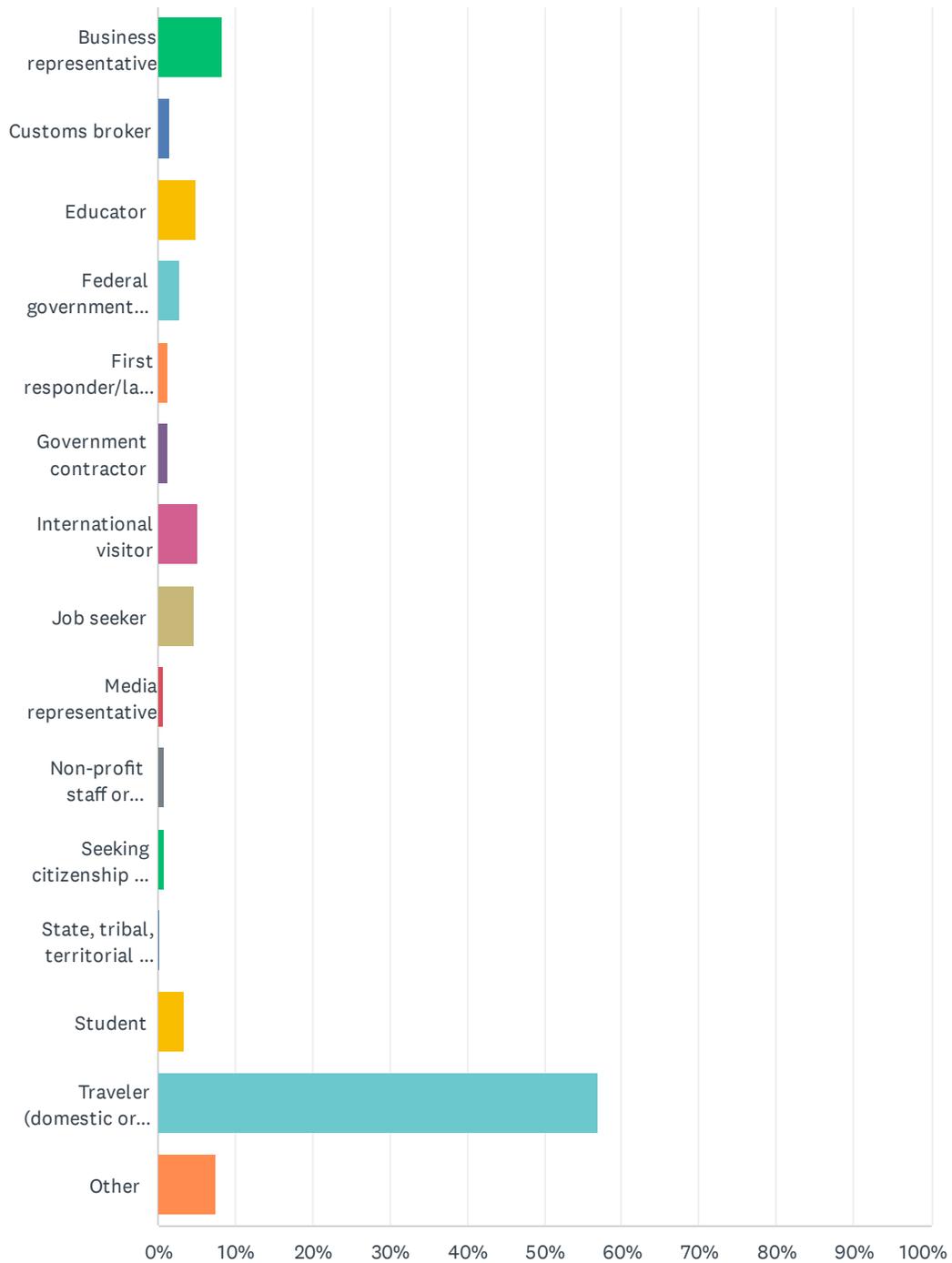
Answered: 1,680 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.20%	1,213
No	27.80%	467
TOTAL		1,680

## Q7 Which of the following best describes you?

Answered: 1,680 Skipped: 0

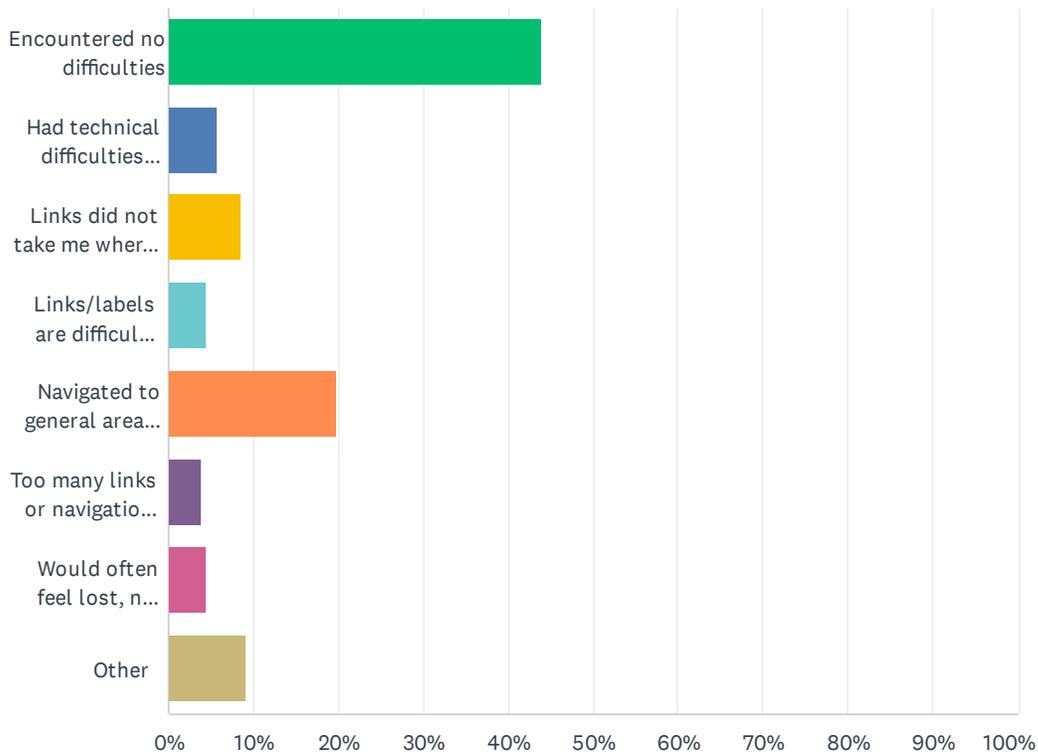


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.33%	140
Customs broker	1.49%	25
Educator	4.82%	81
Federal government employee	2.80%	47
First responder/law enforcement official	1.19%	20
Government contractor	1.19%	20
International visitor	5.06%	85
Job seeker	4.64%	78
Media representative	0.65%	11
Non-profit staff or volunteer	0.83%	14
Seeking citizenship or immigration information	0.89%	15
State, tribal, territorial or local government representative	0.24%	4
Student	3.39%	57
Traveler (domestic or international)	56.96%	957
Other	7.50%	126
<b>TOTAL</b>		<b>1,680</b>

## Q8 Please describe your experience finding your way around today.

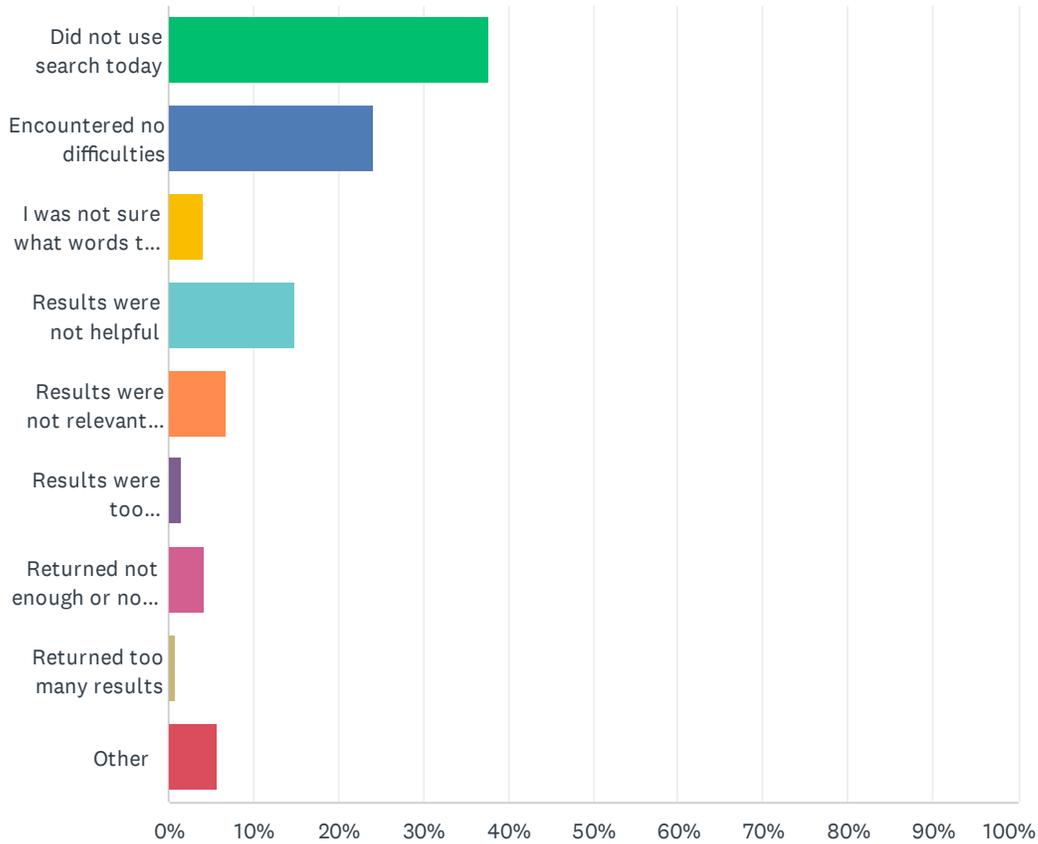
Answered: 1,680 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.87%	737
Had technical difficulties (e.g. error messages, broken links)	5.77%	97
Links did not take me where I expected	8.45%	142
Links/labels are difficult to understand, they are not intuitive	4.52%	76
Navigated to general area but couldn't find the specific content needed	19.82%	333
Too many links or navigational choices	3.81%	64
Would often feel lost, not know where I was	4.58%	77
Other	9.17%	154
<b>TOTAL</b>		<b>1,680</b>

## Q9 How was your experience using our site search?

Answered: 1,680 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.80%	635
Encountered no difficulties	24.05%	404
I was not sure what words to use in my search	4.11%	69
Results were not helpful	14.88%	250
Results were not relevant to my search terms or needs	6.85%	115
Results were too similar/redundant	1.49%	25
Returned not enough or no results	4.17%	70
Returned too many results	0.89%	15
Other	5.77%	97
<b>TOTAL</b>		<b>1,680</b>